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Applicant: Serge Ioffe et al. Examiner: Jeffrey C. Pwu
Serial No.: 09/943,903 Group Art Unit: 2143
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Title: METHOD AND SYSTEM FOR DISTRIBUTING MESSAGES TO AGENTS
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CERTIFICATE UNDER 37 CFR 1.8

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AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION

In response to the Final Office Action mailed May 31, 2005, Applicants respectfully request the Examiner to enter the following amendments and to consider the following remarks. A request for a three-month extension of time, and appropriate fees, have been submitted with this response.

Amendments to the Claims are reflected in the **Listing of Claims** that begins on page 2.

Remarks/Arguments begin on page 6.